



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No. : **10/614,083** Confirmation No. 8317
Applicant : T. MATSUMOTO et al.
Filed : July 8, 2003
Title : A CUSTOMER RELATIONSHIP MANAGEMENT SYSTEM
TC/AU : 2174
Examiner : B.M. Pesin
Docket No. : ASA-1142
Customer No.: 24956

Mail Stop: Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action of April 19, 2007, please amend the above-identified application as follows.

Amendments to the Specification begin on page 2 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 4 of this paper.

Remarks begin on page 9 of this paper.

A Substitute Specification including a clean copy and a marked-up copy accompanies this paper.

A Petition for a One-Month Extension of Time and the required fee accompany this paper.

Certified copies of the Priority Documents JP 2002-203428 and JP 2003-191822 accompany this paper